

TOWN COUNCIL

DATE 13th March 2020

REPORT OF: EVENTS, PROJECTS AND TOURISM OFFICER

SUBJECT: COMMUNITY SUPPORT ROLE

PART I

RECOMMENDATION

That the Town Council note the report and approve the community support role (if it is required) in the current coronavirus pandemic.

1. BACKGROUND

Given the current Coronavirus pandemic elderly and vulnerable members of the Parish may decide or be required to self-isolate at home. Following an approach by Rev. Dallas Ayling of St Gregory's Church and Mark Jones of DCF, it is proposed to work with the Churches to offer an emergency community support role in two clearly defined ways to these individuals.

2. PROPOSAL

For those elderly and/or vulnerable members of the parish who have no other support i.e. family or statutory services there would be two support numbers available to ring where two community support services would be offered:

Service 1 - The possibility of ordering emergency shopping supplies such as, but not limited to: bread and milk which would then be delivered by Church volunteers to a doorstep with no contact with the recipient. The volunteers would have hand sanitiser to use between deliveries and would only deliver to a doorstep of a household.

Service 2 - To refer to people to services where they can chat and have a conversation via telephone, so they do not feel as isolated (referrals have been agreed to Assist Teignbridge and Open DAW in their respective opening hours for this purpose).

The following conditions would apply to this proposal:

- All up-to-date Public Health England advice would be followed and if the volunteers involved in service 1 were considered to be in any danger the role would be immediately suspended.
- A triage system would apply at the first point of contact to ascertain:
 - Whether the individual had any other means of support – family, statutory services etc if so, they would not be offered Service 1, but Service 2 would be offered if appropriate.

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- If individuals were seeking health advice, they would be referred to 111 or NHS websites or 999 as required.
- The costs of bread/milk etc under option 1 would be covered by either the Churches or by Town Council funds. These costs would be monitored on a daily basis.
- The volunteers who deliver the supplies would do so between defined times of the day (to be agreed) so that no contact would be with the householder and if the householder was at the door they would not deliver unless there was a metre between them.
- The volunteers who deliver would be covered by the Church's insurances and not paid. They would be following the latest PHE advice in any deliveries they made and sanitise between deliveries.

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Angie Weatherhead
Events, Projects and Tourism Officer